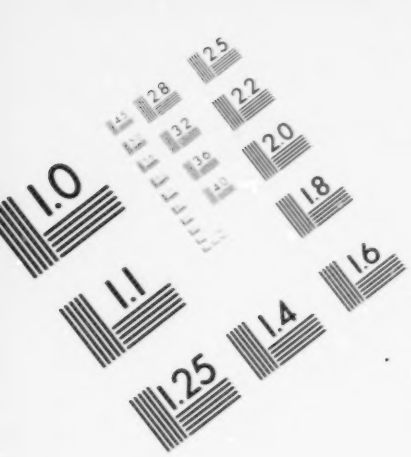

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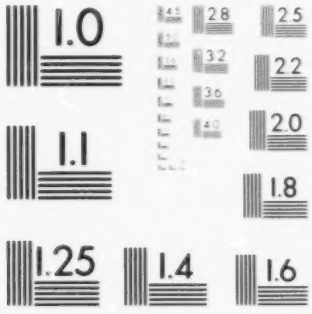

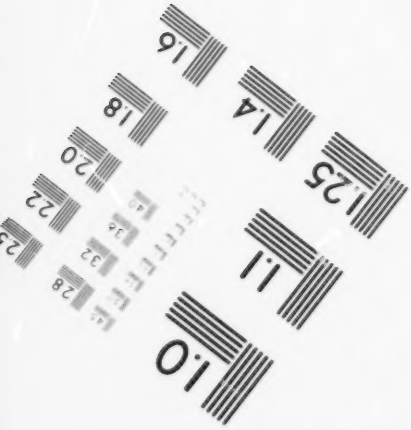

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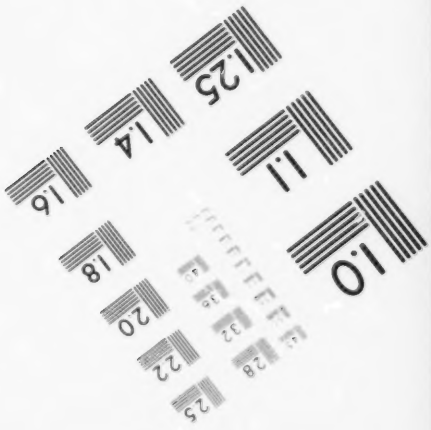

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ABSTRACT

This report presents the methodology and results of a patron use and satisfaction survey conducted during four one-week periods in 1997-98 at the Ferndale Public Library (Michigan). Survey questions focused on patron self-description, library use, and resource evaluation. In all, 1,424 surveys were distributed and 1,222 returned for a response rate of 85.8%. Data include description of users; reason for visit; sources and services used; evaluation of sources; evaluation of services and accessibility; reference user profile, based on patron interviews; and written comments by users. Findings show that the Ferndale Public Library is responsible for filling a variety of user needs, including: school assignments; self-improvement; problem-solving; children's programs; personal recreation; general meeting place; and research center for college, professional, and business purposes. The assistance provided by library staff was rated as excellent despite limited operation hours, limited computer access, and a need to expand book and reference collections. Copies of the library use and satisfaction questionnaire and the reference desk use interview form are included. Five tables present data on the survey period description, library user profile, library use, user satisfaction, and reference desk use. Lastly, the paper includes a summary of written user comments in table form. (DLS)

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Ferndale Library Board

ED 426 700

Final Report

Patron Use Of And Satisfaction With Services Of The Ferndale Public Library, 1997-98:

A Survey

December 1998

Ferndale Library Board

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FERNDALE, MICHIGAN

Population: 25,084
(U.S. Census, 1990)
Size: 3.9 square miles, a suburb of Detroit
County: Oakland

INCOME STATUS, 1990

	Median Household Income	Median Family Income	Per Capita Income	Percentage of Population Below Poverty Level
City of Ferndale	$28,964	$33,934	$12,704	10.7
Surrounding Communities:				
Pleasant Ridge	54,658	62,259	23,301	4.1
Oak Park	36,090	39,789	14,544	10.9
Hazel Park	26,615	30,854	11,018	14.2
Huntington Woods	61,057	66,053	28,897	2.1
Royal Oak	36,835	44,446	18.065	4.6
Royal Oak Twp.	16,532	27,560	11,182	25.1
Detroit	18,742	22,566	9,443	32.4
Oakland County	43,407	50,980	21,125	6.0
Wayne County	27,997	34,099	13,016	20.1
State of Michigan	31,030	36,652	14,154	13.1

SOURCE: 1990 U.S. Census of Population; City of Ferndale Land Use Plan (Gove Associates, 1998).

Survey Purpose, Methods and Findings

The Library Board completed the first study ever undertaken of patron use of and satisfaction with Ferndale Public Library resources and services in May 1998. The results provide a unique measure of the recent functioning of the library as gauged by the group most qualified to make the assessment: its users. As such, this study serves as a constructive beginning upon which the library staff, the Members of the City Council, and the public can base decisions about Ferndale Public Library operation and its support in 1998 and beyond.

The survey questions focused on patron self-description, library use, and resource evaluation, and were adapted from library survey samples supplied by Wayne State University, the University of Michigan, the Detroit Medical Center, and the American Library Association. The questionnaires were distributed to in-coming library patrons during four random one week periods in the 1997/98 year. Three of the survey periods (Sept./Oct. 1997, Feb. 1998, and May 1998) reflected regular library use during the school year schedule; one period (July 1997), the summer schedule.

The four survey periods encompassed a combined total of 85.5 hours of operation. During this time, some 1,833 patrons entered the library. (Of this number, a considerable portion were young children, most under the age of 9, who were either attending library-sponsored programs and/or were not yet proficient readers.) The attending Library Board member offered a questionnaire to all adults and those children over about age 9 who demonstrated an interest in survey participation. In all, 1,424 surveys were distributed and 1,222 returned. This robust response rate of 85.8 percent, therefore, provides a reliable user profile and

an accurate insight into user perceptions of current Ferndale Public Library service and its projected needs. (See p. 8 for survey questionnaire. For complete survey period description, see Table 1, p. 10.)

Description of Users

Over half (57.6 percent) of the 1,222 respondents were female. "Professional" (18.9 percent) was the most listed user occupation, followed, in descending order, by retired, service work, homemaker, "other" (including skilled trades), clerical, business, and retail designations. Students accounted for a total of 25.9 percent of users: elementary, middle, and high school students, 14.7 percent; undergraduate and graduate students, 11.2 percent. The vast majority of respondents (60.3 percent) used the library weekly or monthly. (See Table 2, p. 12, for complete user profile.)

Of those respondents listing their city of residence, 78.3 percent were Ferndale residents. Other users came from immediately adjacent communities: Pleasant Ridge, 4.9 percent; Detroit, 4.5; Oak Park, 3.1; Royal Oak, 2.5; and Hazel Park, 2.0. Residents of other metro area communities accounted for a total of 4 percent of users.

As indicated by 19.5 percent of respondents, the Royal Oak Public Library was the other library most frequented by Ferndale Public Library users.

Reason for Visit; Sources and Services Used

Personal interests were the chief reasons for a library visit as listed by 50.3 percent of users. Assorted other reasons, each cited by under 18 percent of respondents, included, in

descending order, use of facilities, school work, personal concerns, library program attendance, business, and computer use. (See Table 3, p. 14, for library use: reasons, sources, and services.)

The book collection was listed by 45.5 percent of patrons as the chief source of information used in their library visit; the reference collection was the second most used source (19.8 percent). Magazines, newspapers, "a librarian," and computers, in descending order, were each cited by under 18 percent of respondents as sources consulted.

The checking out of books (42.6 percent) and videos (20.4 percent) were, by far, the most popular services used. Study space (15.1 percent) and reference assistance (12.9 percent) were also listed as important services. Other services, each cited by under 10 percent of users, included the photocopier, use of facilities, audiotape checkout, and interlibrary loan.

The majority of patrons (53.9 percent) spent less than 30 minutes in the building, whether locating items or using services. More than 70 percent of users reported that they found what they were looking for or had used successfully the services they sought.

Evaluation of Sources

The book collection was rated as the most important part of the library by 64.1 percent of patrons. Some 40.3 percent of users rated the reference collection as vital. Computers were thought by 30.0 to be essential. Videos were gauged as a significant holding by 27.6 percent. Other key resources noted by users (under 24 percent) were, in descending order of ranking, magazines, newspapers, the vertical file, and audiotapes.

Although the book collection, the reference collection, and computers were rated as the three most important library resources, less that 50 percent of users said that the book and reference holdings met their needs; slightly more, 52.8 percent, thought that the computer resources met their needs. But the video and newspaper collections, each ranked as important by less than 29 percent of users, received a high rating for quality: 83.1 percent ranked the video collection as high; 73.0 highly rated the newspaper collection. (See Table 4, p. 15, for complete user evaluation of sources.)

Evaluation of Services and Accessibility

Less than 50 percent of patrons were satisfied with library hours; 53.9, with the availability of resources and services. But an overwhelming majority of users (86.2 percent) rated the overall quality of staff helpfulness as excellent. A high rating also was accorded the quality of reference assistance: 75.1 percent said they received excellent help from the reference staff. (See Table 4., p. 15, for complete evaluation of services.)

Reference User Profile

Further information on patrons' use and ranking of reference service was garnered through interviews of reference desk patrons conducted by reference librarians over a total of 149.0 hours during the four-survey period. Because of time constraints at a busy desk, the totals gleaned were only approximate but use trends were apparent. More than three-quarters of the patrons who asked reference questions were Ferndale residents. Slightly less than half of these residents were Ferndale Pubic Library cardholders. Queries by students accounted for about a third of the questions asked. The majority of requests to reference staff were

made in person, focused on a patron's personal interests, and involved either a verification of item ownership or request for factual information. For the majority of answers, librarians consulted print media; computer online sources were consulted for some one third of answers. Transaction time was almost evenly divided between less than one minute and one to five minutes. Over three-quarters of the reference desk patrons indicated that their query had been answered to their satisfaction, a finding consistent with the questionnaires completed by library patrons in which 75 percent said that they had received excellent help from reference staff. (See Table 5, p. 16, for reference desk user profile; and p. 18, for interview questionnaire used by reference librarians.)

Written Comments by Users

The statistical data reported in this survey of Ferndale Public Library users are enhanced by the written comments that over half of the respondents (51.6 percent) added to their completed survey questionnaires. Especially noted by patrons were the outstanding library programs presented for children. Also cited was the small staff which often necessitates long waits for library service. But the majority of patrons' written comments focused on hours of operation, size and currency of book and reference collections, and the need for more computer stations and access, confirming that these three aspects of library service are the prevailing concerns of current Ferndale Public Library users. (See p. 20 for written comment summary.)

Conclusion

As attested by the results of this survey, the Ferndale Public Library is responsible for fulfilling a variety of user needs:

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school assignments, self-improvement, problem-solving, children's programs, personal recreation, general meeting place, and research center for college, professional, and business purposes. The assistance provided by the Library's small staff is outstanding, even though access to resources is considerably impeded by operation hours, limited computer access, and a need to expand book and reference collections.

A public library plays a vital role in the lives of a substantial number of a city's residents. It is a key measure of the health and vitality of a community. **MONEY** magazine, for example, uses the quality of libraries as one of the principal factors in its annual ranking of the nation's most livable cities. As reported by current patrons of the Ferndale Public Library, improved access to library resources and services is imperative if the library—for a large number of residents—is to play a responsive role in sustaining the quality of life in Ferndale and maintaining the city's high reputation as a desirable place in which to live. Constructive attention to the results of the present survey is, therefore, an important means of addressing the profound concerns about Ferndale Public Library service that are voiced by its users.

LIBRARY USE AND SATISFACTION SURVEY

To better understand the needs of the users of the Ferndale Public Library, we would appreciate your participation in the following survey. Your responses will help us to improve library service. No need to give us your name. All responses will be strictly confidential. Thank you for taking the time to help us in this important endeavor.

I. USER INFORMATION

In what city do you live? _____

What is your age?_____sex?_____

Are you a student? _____Elementary grades?_____;Junior high?_____;High School?_____; College undergraduate?_____; University graduate student?_____.

What is your occupation?_____.

Please estimate how often you use the Ferndale Public Library: daily?_____; weekly?_____; monthly? _____; Twice a year or less?_____.

Do you use other libraries in the area: Which ones?_____; how often?_____.

II. LIBRARY USE

What is the reason for your visit today:

_____school/college assignment
_____business ("My boss sent me")
_____personal interest (hobby, recreational reading)
_____personal concern (real life problem)
_____computer use
_____attending library program
_____other, please specify _____

Please indicate what sources you used in the library today:

_____reference books
_____books
_____magazines
_____newspapers
_____computers
_____other, please specify_____

Please indicate what services you used in the library today:

_____checked out books
_____filed an interlibrary loan request
_____asked a reference librarian for assistance
_____studied at a table in the library
_____used the photocopy machine
_____checked out videos
_____checked out audios
_____other, please specify_____

III. LIBRARY SATISFACTION

Please rate the following on how important it is to you and what is your perception of its present quality in the library. (Circle answe:

5 = High 1 = Low N/O = No opinion

Materials

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1. Books	Importance	5	4	3	2	1	N/O
	Present quality	5	4	3	2	1	N/O

(over)

2. Magazines	Importance	5	4	3	2	1	N/O
	Present quality	5	4	3	2	1	N/O
3. Video collection	Importance	5	4	3	2	1	N/O
	Present quality	5	4	3	2	1	N/O
4. Audio-tape collection	Importance	5	4	3	2	1	N/O
	Present quality	5	4	3	2	1	N/O
5. Reference collection	Importance	5	4	3	2	1	N/O
	Present quality	5	4	3	2	1	N/O
6. Newspaper collection	Importance	5	4	3	2	1	N/O
	Present quality	5	4	3	2	1	N/O
7. Vertical File collection	Importance	5	4	3	2	1	N/O
	Present quality	5	4	3	2	1	N/O
8. Computers	Importance	5	4	3	2	1	N/O
	Present quality	5	4	3	2	1	N/O

Services

1. Answering reference questions	Importance	5	4	3	2	1	N/O
	Present quality	5	4	3	2	1	N/O
2. Photocopy service	Importance	5	4	3	2	1	N/O
	Present quality	5	4	3	2	1	N/O
3. Computer search service	Importance	5	4	3	2	1	N/O
	Present quality	5	4	3	2	1	N/O
4. Interlibrary loans	Importance	5	4	3	2	1	N/O
	Present quality	5	4	3	2	1	N/O

Evaluation of access to the library

1. Hours of operation	Importance	5	4	3	2	1	N/O
	Present quality	5	4	3	2	1	N/O
2. Items available when needed	Importance	5	4	3	2	1	N/O
	Present quality	5	4	3	2	1	N/O
3. Ease of locating items in collection	Importance	5	4	3	2	1	N/O
	Present quality	5	4	3	2	1	N/O
4. Helpfulness of staff	Importance	5	4	3	2	1	N/O
	Present quality	5	4	3	2	1	N/O

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In today's visit to the library, did you find what you were looking for? _____. How long did you spend in the library?_____.

Please comment on what you think would improve Ferndale Public Library service _____

_____

_____

Thank you for your participation in this survey.

Table 1
Survey Period Description

Period I

21 hour survey period, July 14, 1997 – July 18, 1997

Number of patrons entering library	525
Surveys distributed	346
Surveys returned	302
(comments added by patrons)	195
Response rate	87%

Survey hours

Monday, July 14	12-3, 6-9
Tuesday, July 15	3-6
Wed., July 16	6-9
Thurs., July 17	12-3, 6-9
Fri., July 18	10-1

Period II

24.5 hour survey period, Sept. 29, 1997 – Oct. 4, 1997

Number of patrons entering library	572
Surveys distributed	340
Surveys returned	306
(comments added by patrons)	142
Response rate	88%

Survey hours

Monday, Sept. 29	12-3, 6-9
Tuesday, Sept. 30	10-1, 3-6
Wed., Oct.1	1-4, 6-9
Thurs., Oct. 2	3-6
Sat., Oct. 3	10-1:30

Period III

32 hour survey period, Feb. 17, 1998 – Feb. 23, 1998

Number of patrons entering library	610
Surveys distributed	550
Surveys returned	491
(comments added by patrons)	218
Response rate	80%

(Continued)

Table 1
Continued

Survey hours

Monday, Feb. 17	10-12, 12-3, 6-9
Tuesday, Feb.18	12-3, 6-9
Wed., Feb. 19	12-3, 3-6
Sat., Feb., 21	9-12, 1-4
Mon., Feb. 23	12-3, 6-9

Period IV

8 hour survey period, May 16, 1998 – May 21, 1998

Number of patrons entering library	126
Surveys distributed	188*
Surveys returned	123*
(comments added by patrons)	76
Response rate	65%*

Survey hours

Mon., May 18	1-3
Tues., May 19	3-5
Wed., May 20	6-8
Thurs., May 21	1-3

*Includes patrons who picked up/returned survey forms during open survey period.

Combined Periods: Totals

85.5 survey hours

Number of patrons entering library	1,833
Surveys distributed	1,424
Surveys returned	1,222
(comments added by patrons)	631
Response rate	85.8%

Table 2

LIBRARY USER PROFILE: FOUR SURVEY PERIODS, 1997-1998*

	PATRONS	
Characteristic	**Number**	**Percent****
City of Residence		
Ferndale	957	78.3
Pleasant Ridge	61	4.9
Detroit	56	4.5
Communities unadjacent to Ferndale :	52	4.2
Oak Park	38	3.1
Royal Oak	31	2.5
Hazel Park	25	2.0
Royal Oak Twp.***	1	0.0
Age Group		
30-39	260	21.2
40-49	227	18.5
10-19	162	13.2
50-59	154	12.6
20-29	149	9.4
60-69	111	9.0
70+	101	8.2
0-9	35	2.8
Gender		
Female	704	57.6
Male	427	34.9
Student Status		
High School	81	6.6
Undergraduate	79	6.4
Graduate	59	4.8
Elementary	48	4.7
Middle School	41	3.3
Occupational Status		
Professional	232	18.9
Retired/unemployed.disabled	165	13.5
Service worker	161	13.1
Homemaker	131	10.7
	(Continued)	

Table 2
Continued

Other (includes skilled trades)	89	7.2
Clerical/office	76	6.2
Business owner/management	44	3.6
Retail	29	2.3
Frequency of Ferndale Public Library Use		
Weekly	387	31.6
Monthly	350	28.6
Twice yearly or less	179	14.6
Daily	59	4.8
Other Libraries Used		
Royal Oak	239	19.5
Other (includes libraries in communities unadjacent to Ferndale	196	16.0
Oak Park	77	6.3
Hazel Park	55	4.5
Detroit Public Library	51	4.1
Huntington Woods	42	3.4
University libraries	37	3.0

*See Table 1 for complete description of survey periods.
** Percentages are based on a total of 1,222 respondents.
***One survey period was during school recess in summer.

Table 3
LIBRARY USE
FOUR SURVEY PERIODS*

Description	Patrons	
	Number	Percent**
Reason for Visit		
Personal interest/recreation	615	50.3
Other ("a place to think" use rest-rooms, drinking fountain, etc.)	209	17.1
School work	158	12.9
Personal concern (problem)	92	7.5
Library program attendance	78	6.3
Business	46	3.7
Computer use	18	1.4
Source Used		
Books	557	45.5
Reference collection	242	19.8
Magazines	217	17.7
Newspapers	161	13.1
Other (including "a librarian")	142	11.6
Computer	87	7.1
Service Used		
Book checkout	521	42.6
Video checkout	250	20.4
Study tables	185	15.1
Reference Assistance	158	12.9
Photocopier	97	7.9
Other (including restroom, drinking fountain, etc.)	84	6.8
Audio checkout	66	5.4
Interlibrary loan service	35	2.8
Successful Finding of Item		
Yes	878	71.8
No	77	6.3
Estimated Time Spent in Library		
30 minutes	659	53.9
1 hour	169	13.8
2 hours	57	4.6
1.5 hours	45	3.6
3 hours	8	0.6
4 hours	7	0.5
5+ hours	1	0.0

*See Table 1 for complete description of survey periods.
** Percentages are based on a total of 1,222 respondents.

Table 4

USER SATISFACTION: TOTAL QUALITATIVE RATINGS, SERVICES, AND ACCESS RANKED AS "MOST IMPORTANT" BY LIBRARY PATRONS (FOUR SURVEY PERIODS, 1997-98*)

Category	Total Patrons Assigning "Most Important" Rating**		Total Patrons Assigning A Highest Quality Rating (5)** To "Most Important" Categories	
	Number	Percent***	Number	Percent
Materials				
1. Book Collection	784	64.1	357	45.5
2. Reference Collection	493	40.3	230	46.6
3. Computers	367	30.0	194	52.8
4. Videos	338	27.6	281	83.1
5. Magazines	293	23.9	194	66.2
6. Newspapers	267	21.8	195	73.0
7. Vertical file	211	17.2	133	63.1
8. Audiotapes	205	16.7	136	66.3
Services				
1. Reference assistance	677	55.4	509	75.1
2. Computer search	394	32.2	306	77.6
3. Photocopier	367	30.0	289	78.7
4. Interlibrary loan	328	26.8	305	92.9
Access				
1. Staff helpfulness	792	64.8	683	86.2
2. Hours of operation	709	58.0	320	45.1
3. Item availability	636	52.0	343	53.9
4. Ease of locating items	604	49.4	413	68.3

*Total respondents: 1,222 over a total 85.5-hour period. See Table 1 for survey period descriptions.

** Ratings choices ranged from 5 (highest or most important) downward to N/O (no opinion).

***Percentages are based on a total of 1,222 respondents.

Table 5
Reference Desk Use:
Four Survey Periods*

Transaction Description	Survey Period I	II	III	IV	Total
User Characteristics**					
Ferndale Resident	139	123	84	86	432
Non resident	37	51	27	37	152
Students					
Elementary	28	20	14	24	86
High School	8	14	9	26	57
Middle School	17	10	6	13	46
College Undergraduate	1	8	5	0	14
Graduate student	0	2	1	0	3
Ferndale Public Library Cardholder	74	74	56	74	278
Contact Means					
In person	110	164	98	99	471
Phone	48	50	25	21	144
Other (letter, memo, fax, e-mail)	23	4	44	0	71
Information Need					
Personal interest	106	74	44	49	273
Course work	17	56	27	41	141
Business purpose	18	39	6	29	82
Personal concern (problem)	21	25	19	13	78
Type of Question					
Ownership ("Do you have?")	131	48	33	45	257
Factual	34	97	33	52	216
Directional ("Where is")	30	30	28	6	94
Computer search	10	20	8	8	46
Instructional (teaching patron)	10	23	1	6	40
Mechanical (paper jams)	3	13	3	4	23
Citation verification	1	0	1	2	4
Source Consulted					
Print	74	104	66	106	350
Computer online	35	40	10	16	101
Telephone	4	5	4	6	19
	(Continued)				

Table 5
Continued

Result					
Question answered to patron satisfaction	137	Est.123	103	110	463
Transaction Time					
Under 1 minute	67	48	54	98	267
1-5 minutes	76	75	48	25	224
5-15 minutes	22	21	10	4	57
Over 15 minutes	4	6	0	0	10
Patron returned to ask follow up Question	14	13	12	9	48

* Survey period I: 43.0 hours, July 14 – 18, 1997 (summer schedule); period II: 40.5 hours, Sept. 29 – Oct 4, 1997 (winter schedule); period III: 41.5 hours, Feb. 17 – Feb. 23, 1998 (winter schedule); period IV: 24.0 hours, May 18 – May 21, 1998 (winter schedule). Total reference survey hours: 149.0

** Totals may not reconcile. Librarians were not able to glean complete information from all users on their status due to time constraints.

Note: Please use tick marks; then total each category at end of shift. Thank you.

Date _____ Shift Time _____

REFERENCE DESK USE SURVEY

PART I USER INFORMATION

Totals

Ferndale resident _____

Non-resident _____

Student _____

- Elementary _____
- Junior High _____
- High School _____
- College Undergrad _____
- Graduate student _____

Other _____

Ferndale Public Library card holder _____

PART II REFERENCE LIBRARIAN RECORD OF TRANSACTION

Contact Means

- In-person _____
- Phone _____
- Letter _____
- Fax _____
- e-mail _____

(continued next page)

Information Need

- Course work ____
- Business purpose ____
- Personal interest ____
- Personal concern (problem) ____

Type of Question

- Directional ("Where's the . . .?") ____
- Mechanical ("Paper jams!?") ____
- Citation verification ____
- Ownership ("Do you have . . .?") ____
- Factual ____
- Instructional (teaching patron to use) ____
- Computer search ____

Source Consulted (other than librarian's knowledge of library)

- Computer online ____
- Print ____
- Telephone ____

Result

- Question answered to patron's satisfaction) ____
- Patron referred to another source:
  - A different library ____
  - A nonlibrary agency/person ____

Transaction Time

- Under 1 minute ____
- 1-5 minutes ____
- 5-15 minutes ____
- Over 15 minutes ____

Patron returned to ask follow-up question ____

SUMMARY OF WRITTEN COMMENTS

PATRON USE OF AND SATISFACTION WITH SERVICES OF THE FERNDALE PUBLIC LIBRARY, 1997-98:

A SURVEY

Written comments were added to questionnaires by 51.6 percent (631) of the 1,222 survey respondents. Many comments included points on several topics. Comments are tabulated in seven categories:

Book Collection
Audio-Visual Collection
Magazines and Newspapers
Reference Collection
Computers
Access/Amenities
General

Book Collection

Comment	Survey Period				
	I	II	III	IV	Total
More books needed	14	19	21	9	63
Collection needs updating	11	17	10	7	45
Subjects needing expansion					
Aborigines				1	1
African American	1				1
Art and Artists				1	1
Bestsellers (including more copies)	1	3	1	2	7
Biographies		1	1	2	4
Children's books:					
(including more cardboard books,					
more children's reference books,					
replacement of dilapidated books in					
children's collection, and books					
about animals, "animpropuses,"					
the Titanic, and more books for					
grades 6, 7, and 8)	4	3	5	1	13
Classics (new editions)		1		1	2
Computers			1	1	2
Crafts				1	1
Divorce (those we have are over 10					
years old!)			2		2
Fiction	1	2	1	1	5
Geography				1	1
History				1	1
Hobbies	1				1
Hooked on Phonics for Preschoolers				1	1
Large Print (especially biographies					
and westerns)	4	2	1		7
Literature! (including poetry!)	2	1			3
Native Americans	1				1
Multicultural Studies (for adults and					
children)		1			1
Music				1	1
Mysteries			1		1
Rollerblading			1		1
Science Fiction			2		2
Self-help/counseling			1		1
Social Sciences	1	1			2
Textbooks		1			1
Women's history			1		1
	(Continued)				

Book Collection
Continued

Access to book collection					
Suggestions:					
*Best sellers should be on a rental					
basis	1				1
* Best sellers should be displayed					
up front.	1				1
*Need a catalog of paperbacks			1	1	2
*Longer loans on textbooks		1			1
*Better arrangement and signs for					
fiction collection				1	1
Other:					
*"I like books for sale."			1		1
*Collection is much improved in					
past 12 years."				1	1

AUDIO-VISUAL COLLECTION

	Survey Period				
Comment	**I**	**II**	**III**	**IV**	**Total**
Audiotape collection needs building	2	3	4	5	14
Audiotape suggestions:					
"Ramona"			2		2
Musicians			1		1
Videotape collection needs work:					
Need more videos and more copies					
of each.	8	2	2	1	13
Better selected videos	1				1
"Don't buy any more videos with					
violence; too many already		1			1
Needs updating	2			1	3
Longer checkout time				1	1
Need a video drop box				2	2
Video purchase suggestions:					
J. Campbell series				1	1
Bill Moyers interviews				1	1
Inspirations videos: self-help				2	2
Chief Joseph				1	1
Need a CD collection for rental;		1	1	2	4
a good music collection		1		1	2
Other suggestions:					
*Need a more eye-catching A-V collection	1				1
*Need A-V available on interlibrary					
loan		1	1		2
*Video checkout needs to be					
quicker/lower rates			1		1

MAGAZINES, NEWSPAPERS

	Survey Period				
Comment	**I**	**II**	**III**	**IV**	**Total**
Need more newspapers (including					
out-of-town) :	2	1	5	1	9
*Wall Street Journal				1	1
*Washington Post				1	1
Need more magazines :					
*Economic Review				1	1
*Nation				1	1
*Seventeen				1	1
*Teen				1	1
*YM				1	1
Other comments :					
*Newspapers are unavailable when I					
come in		1			1
*Newspapers and magazines would					
be superseded if library had good					
Internet access.	1				1

REFERENCE COLLECTION

	Survey Period				
Comment	**I**	**II**	**III**	**IV**	**Total**
Collection needs updating	8	3	2	1	14
Need a larger, more comprehensive collection	2	1	2	3	8
Suggestions for purchase:					
Michigan Statues, complete set	2		1	1	4
More "Current Facts" books				1	1
Federal almanacs up-to-date	1				1
Sports reference books	1				1
Art reference books	1				1
More kids' reference books	1				1
Up-to-date automotive manuals			1		1
1-800 phone books need replacing			2		2
Other comments:					
We need a more attentive reference					
Staff. I stood at the Ref. Desk for					
10 minutes and then just left.			1		1
Collection would be superceded by					
Good Internet access	1				1

COMPUTERS

Survey Period					
Comment	**I**	**II**	**III**	**IV**	**Total**
More computers needed	11	3	12	3	29
Better access to the Internet and the Library Network	3	4	8	3	18
More computer service		2	8	4	14
Need a computer program for kids		1	1		2
Need computer instruction programs		2	3	1	6
Need visible and clear instructions on computer use		1	2	1	4
Need computers for actual work in the library, not just for reference		1		2	3
Need a scanner				2	2
Need a second computer at the Circulation Desk to speed things up!!	2				2
Need some computer games				1	1
Develop a computer use resource, maybe with a local Internet provider who would contribute training classes, hardware, software, etc. in exchange for advertising their sponsorship				1	1
Need an Internet connection with Netscape—"This is the year 2000 not the 1960's!"				1	1

ACCESS/AMENITIES

Survey Period					
Comment	**I**	**II**	**III**	**IV**	**Total**
Need more hours	33	29	62	22	144
Item availability:					
*Weeks go by and I can't get what I want	2	4			6
*Lots of books I need are unavailable	1				1
*Need better interlibrary loan service/			1	2	3
No charge for ILL		1			1
*Need more flexibility in picking up books on reserve. A family member					
should be able to pick them up		1			1
*We need an out-of-state temporary card for checking out books.		1			1
Locating ease:					
*Books are hard to find in the library	1		1		2
*All books should be listed in the computer			1		1
*I seldom find anything easily; Thank God for the card catalog.		1			1
*Find an easy way for kids to find things in the adult section	2				2
Staff Helpfulness:					
*Staff helpful	19	18	20	5	62
*Staff rude/unwilling to help	3	2	3	2	10
Other comments:					
*Need more staff to speed service and checkout	10	16	10	3	39
*Need more things for children to do in the evenings for people who work and want to use the library		1			1
*Need a place to sit outside		1			1
*Need a coffee machine		1			1

GENERAL COMMENTS

Comment	Survey Period I	II	III	IV	Total
More funding for everything			8	1	9
Expanded/updated facilities needed	11	2	4	5	22
Décor and facilities need updating for the 1990s and to look better			2	1	3
Photocopier					
Too expensive	10	4	1	3	18
Not up to industry standards			1	3	4
Parking should be free for library use	5		1	1	7
Children/teen programs need expansion/book clubs	2	2		2	6
Mary Trenner does a great job with kids!	1	3	1	1	5
Library should hook up with schools	2				2
Library needs more computers	2			1	3
We need more of everything!	2			1	3
Initiate a volunteer program and a work-study program for high school students				1	1
Checkout service:					
checking out materials is too slow		1			1
Slow check out is due to system not staff		1			1
More people needed at checkout: 12:40 p.m. and there are 7 people in line.		1			1
Need more flexibility in picking up books on reserve.		1			1
Need a Great/Current Book Discussion Group in the evening		2			2

GENERAL COMMENTS CONTINUED

Survey Period					
Comment	**I**	**II**	**III**	**IV**	**Total**
People should not make the library the library their home, i.e., no street people				4	4
Should be able to talk to a person when calling the library – not a machine		1			1
Need more awareness of library in the community, publish a newsletter, initiate a membership drive	1			5	6
The library is fine as it is: Doing a great job; excellent resources; librarians always have time for you; very good service even with small staff, keep up the good work	12	14	37	8	71
Should be more open to public opinion in buying books and videos		1			1
More attention to the aesthetics of the place, some well-placed art work, do away with all the clutter, put more art work on the walls (Local artists would be willing to help)			3	1	4
Need a suggestion box	1				1
Need a changing table in the men's and women's rooms	1			1	2
Improved lighting and more comfortable tables and chairs	1		4	1	6
Better signage needed	1				1

GENERAL COMMENTS CONTINUED

Survey Period					
Comment	**I**	**II**	**III**	**IV**	**Total**
Need a quiet room as library is too noisy for studying	1			8	9
Some things for kids to do in the Library (puzzles, etc.)	1			2	3
Some programs for homeschoolers			3		3
Keep the Card Catalog!	3		2		5
Card Catalog should be in a prominent place			1		1
Explore grants for getting more computers, etc.	1				1
Quiet the library staff down!	1		1		2
Involve the public more	1		1	2	4
Library needs more permanent employees			1		1
Needs more special events and art exhibits	1			2	3
Better security system to keep people from stealing. Some of the items I wanted were stolen in Detroit history section.				1	1
Kids section needs a cozy spot with big pillows on the floor so kids can be comfy reading				1	1
Sponsor a drug rehahab. program and distribute flyers about it				1	1